

## **COMPLAINT PROCESS**

The Division of State Police embraces an “open door” philosophy. Employees are encouraged to contact the Affirmative Action Administrator or the division’s human resources professionals to discuss any issues or concerns regarding their employment or work environment. The Affirmative Action Administrator will investigate any diversity or affirmative action issues presented and make timely, appropriate recommendations or referrals to the Superintendent.

### **STEP ONE**

- Inquiry – This is an initial informal process to facilitate open dialogue between the Affirmative Action Administrator, the complainant and the alleged offender. The Division hopes that issues and alleged violations can be settled at this level through honest and straightforward communication.

### **STEP TWO**

- Formal Complaint – At this step an employee makes a formal complaint to the Affirmative Action Administrator or most senior officer in the Internal Affairs Division. The Superintendent and Director of Human Resources will be notified that a formal complaint has been filed. The Affirmative Action Administrator will conduct a complete investigation in an expedient a manner as possible. The Affirmative Action Administrator will keep the Superintendent and Director of Human Resources apprised of the status of the investigation at all times. Those instances that require an administrative/criminal investigation will be referred to the Officer in Charge of the Internal Affairs Unit.

### **STEP THREE**

- Affirmative Action Administrator Recommendation – Once the research and investigation phase is complete, the Affirmative Action Administrator will submit a recommendation to the Superintendent regarding the appropriate action to be taken. The Superintendent, Director of Human Resources, complainant and alleged offender will be formally notified of the Affirmative Action Administrator’s recommendation and findings.

### **STEP FOUR**

- Panel Review – If the complaint cannot be resolved in any of the aforementioned steps, the Superintendent shall convene a panel to make a final decision. The panel will be comprised of the Affirmative Action Administrator, the Superintendent or designee and the Cabinet Secretary or designee. This panel will issue a final resolution of the matter and will notify all appropriate parties involved.

All employees will be advised of their right to file a formal complaint with the State Human Relations Commission, the State Personnel Office, the Delaware Department of Labor and the United States Equal Employment Opportunity Commission.